

Checklist to support the identification of concerns related to damp and mould or fuel poverty

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This resource has been collaboratively developed by the Bristol One City Damp and Mould Working Group which includes health, care, and housing professionals across the system.

The document includes referral routes for South Gloucestershire and North Somerset, recognising how many health professionals work across Bristol, South Gloucestershire and North Somerset (BNSSG).

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Who is this checklist for?

This checklist is designed to support health and care staff to identify and respond to damp and mould or fuel poverty concerns. It provides guidance on actions to take including advice, signposting, and template letters to raise housing concerns.

Checklist

IDENTIFY RISK

PATIENT IDENTIFIED

Has the patient (or patient's carer/parents/family) raised concerns about damp and mould or keeping their home warm?

STAFF TO IDENTIFY

Is the patient at an increased risk of the negative health impacts of damp and mould OR showing symptoms negatively impacted by damp and mould?
(see resource 1).

AND/OR

Can you smell damp on the person's clothing?

Ask patient (or patient's carer/parents/family):
Do you have any worries about damp and mould or keeping your home warm?
If yes, would you like any support?

If **YES** to any of above, tag SNOMED code 'Housing problem' AND/OR 'Fuel poverty' (if NHS)

TAKE ACTION

Does the patient (or patient's carer/parents/family) have capacity to advocate for themselves?

Yes

No

Staff to **SIGNPOST** verbally and/or by using SMS template (see resource 2):

- Bristol/North Somerset residents: [Warm Homes Advice & Money Service](#)
- South Gloucestershire residents: [Warm and Well](#)

AND [Condensation, damp and mould fact sheet](#)

If damp and mould identified AND patient living in rented housing (private/social):

1. Recommend contacting landlord raising issue.
2. Advise including evidence of health condition increasing risk or impacts on health (see list 1) by print screening NHS app or asking for print out of medical conditions from GP reception.
3. If patient has already contacted landlord with no reply/resolve, advise contacting local Private Sector Housing team.

Staff to **RAISE** how damp and mould and/or living in a cold home has negative impacts on health **AND REFER**:

If fuel poverty concern, refer to:

- Bristol/North Somerset residents: [Warm Homes Advice and Money Service](#) via [online form](#) or call 0800 0822234.
- South Gloucestershire residents: [Warm and Well](#) via [online form](#) or call 0800 500 3076.

If damp and mould identified AND

1. Patient living in social housing, send letter to housing provider using letter template (resource 3) OR if Bristol City Council social housing, with patient's permission complete [online form](#).
2. Patient living in private-rented housing and significant concerns, notify local Private Sector Housing team with patient's permission by:
 - Bristol: [Online form](#)
 - South Gloucestershire: psehousing@southglos.gov.uk
 - North Somerset residents: privaterented.housing@n-somerset.gov.uk

Resource 1: People at an increased risk

Residents may be at an increased risk from damp and mould, due to the following:

Population groups:

- Pregnant women, their unborn babies and women who have recently given birth, who may have weakened immune systems
- Children and young people up to age 16 years (whose organs are still developing and are therefore more likely to suffer from physical conditions such as respiratory problems)
- Older people, aged 65+

Health condition/s:

- Respiratory condition (Such as asthma and Chronic Obstructive Pulmonary Disease, COPD, cystic fibrosis, other chronic lung conditions)
- Skin conditions (such as eczema)
- Cardiovascular conditions (e.g., angina, heart failure)
- Immunocompromised or have a weakened immune system (e.g. immunosuppressants or undergoing chemotherapy, had a transplant, taking medication that suppresses the immune system)
- People living with a mental health condition
- People who are bedbound, housebound or have mobility problems making it more difficult for them to get out of a home with damp and mould and into fresh air

OR

- Experienced any of the following in the last 6 months:
- Repeated instances of coughing, wheezing or breathing difficulties or throat infections
- Repeated instances of dry, itchy, cracked, or sore skin
- Recurrent irritation of the eyes
- Recurrent nasal congestion, runny nose or sneezing
- Frequent worry about damp and mould impacting mental health
- Any A&E or hospital admissions due to breathing concerns or tightness of chest

Source: [Understanding and addressing the health risks of damp and mould in the home](#)

Resource 2: SMS text message template

Bristol residents:

Dear [add patient name*],

If you would like support with heating your home please contact the [Warm Homes Advice & Money Service](#) for free advice by using their [online form](#) or calling 0800 0822234.

For information about damp and mould see the [Bristol City Council website](#).

[add if in rented housing AND damp and mould concerns*]

We suggest that you raise your concerns regarding damp and mould with your landlord, highlighting the negative impact it has on your health. See the [advice for tenants](#).

You can include evidence about the impact on your health, and/or your increased risk of the negative health impacts, by print screening NHS app or asking for a printout of medical conditions from GP reception.

South Gloucestershire residents:

Dear [add patient name*],

If you would like support with heating your home please contact the [Warm and Well Service](#) for free advice by using their [online form](#) or calling 0800 500 3076.

For information about damp and mould see the [South Gloucestershire Council website](#).

[add if in rented housing AND damp and mould concerns*]

We suggest that you raise your concerns regarding damp and mould with your landlord, highlighting the negative impact it has on your health. See the [advice for tenants](#).

You can include evidence about the impact on your health, and/or your increased risk of the negative health impacts, by print screening NHS app or asking for a printout of medical conditions from GP reception.

North Somerset residents:

Dear [add patient name*],

If you would like support with heating your home please contact the [Warm Homes Advice & Money Service](#) for free advice by using their [online form](#) or calling 0800 0822234.

For information about damp and mould see the [damp and mould fact sheet](#)

[add if in rented housing AND damp and mould concerns*]

We suggest that you raise your concerns regarding damp and mould with your landlord, highlighting the negative impact it has on your health.

You can include evidence about the impact on your health, and/or your increased risk of the negative health impacts, by print screening NHS app or asking for a printout of medical conditions from GP reception.

Resource 3: Letter template to raise concerns with social housing provider

[Insert sender details / Address*]

Re: Concerns about mould and damp in residence

Dear [Insert social housing provider*],

I am writing to you concerning the presence of damp and mould in the property, [Insert Address*].

Following a recent consultation with your tenant [add name*], I have concerns about the presence of damp and/or mould in the property and potential for negative impacts on their health. **I am writing to you to request that these concerns are followed up as appropriate to ensure these issues are addressed.**

My assessment has identified that your tenant is [exhibiting symptoms of negative impacts of damp and mould **AND/OR** at an increased risk of the negative impacts from damp and mould exposure [add detail] *].

[My patient has identified/ My patient's parent/carer has identified / During a home visit I have identified*] damp and mould within the home, with particular concern regarding the following:

[Delete as appropriate*]

- Visible mould growth on windows and/or surfaces
- Smell of damp
- Leaks inside property
- Windows cannot be opened in all rooms
- Concerns about the adequacy and effectiveness of the heating system

Please contact the tenant to let them know what action you intend to take to remedy the issues.

Yours Faithfully,

[Your name*]

[Your role*]

[Your contact details*]

* add/delete as appropriate